



C & L SERVICE CORPORATION

General Service Administration Federal Supply Service Authorized Federal Supply Schedule Price List

Effective 4/29/2011

Schedule Title: Financial and Business Solutions (FABS)
FSC 520

Contract Number GS-23-F-0072X
Contract Period 4/29/2011 -4/28/2016
C & L Service
2216 County Street
Portsmouth, Virginia 23704
www.cls-corp.net

Contract Administrator: Benjamin Moore
2216 County Street
Portsmouth, Virginia 23704
757 398-9200(Phone) 757 398-9221 (FAX)
ben.moore@cls-corp.net
Business Size: Small Woman Owned

Prices shown herein are Net



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COMPANY INFORMATION

C & L Service Corporation has been awarded SIN 520-5 Loan Servicing and Asset Management. The company currently services The U S Department of Housing and Urban Development Loan Portfolio with an aggregate value of over 116 billion dollars. This loan portfolio is comprised of several types of loans as follows:

- Home Equity Conversion Loans (HECM)
- Secretary Hold Mortgages
- Good Neighbor Next Door (GNN)
- Subordinate Mortgage Loans

The company has been servicing this loan portfolio since October 2007 and the portfolio has total loans of over six hundred fifty thousand (650,000)

The company is a woman owned small business and has been in business since 1996. It has been a servicer of the HUD portfolio since October 2007. Our GSA contract and pricing is based on portfolios that are similar to the types of loans in the HUD loan portfolio, however, the company services all types of mortgages loans and debt instruments.

Our loan servicing center is located in Tulsa Oklahoma. Servicing of loan portfolios includes:

- Customer service
- Collections
- Property Management
- Accounting
- Escrow
- Disbursements of Payments to Mortgagors with HECM loans
- Foreclosure process
- Accounting

The company is very happy to be a GSA contract holder and hopes to serve the needs of those federal agencies that have a need for the type of service we offer.

SIN Number and Description - 520-5

520 5 --- Loan Servicing & Asset Management

Assist agencies in servicing, monitoring and maintaining loan assets which may include establishing loan database, remittance processing, verify and update borrower data, issue forms and correspondence, process loan cancellations and consolidations, billing services, credit bureau reporting and transfer and discharge loans. Provide servicing of troubled loans which may include borrower negotiations, restructuring, foreclosure and supervision of the sale of the collateral and workout agreements.

NOTE: Loan Servicing & Asset Management may include but is not limited to the following:

Assist in assessment and improvement of current asset management processes related to cash management, inventory management, Government property, plant and equipment, adequacy of controls, policies, procedures, loan servicing practices, and review of opinions on financing and refinancing

Verify and maintain borrower data:

- maintain data elements required to service loans
- link all loan records and documents (e.g. letters and forms) to loans and borrower services
- record all contacts with borrowers or borrower's representatives
- verify data on the loan application

Exchange data with an agency's central database and reconcile information:

- electronically exchange loan and other asset servicing/management data with an agency's central database
- reconcile transactions and financial data elements

Issue forms, disclosures, letters, and other materials:

- design standard correspondence
- issue standardized forms, letters, and disclosures
- maintain a correspondence tracking system
- generate, store, and distribute loan materials such as deferment forms, coupon books, and income contingent waiver forms

Cancel loans:

- reverse all financial entries on booked loans after notification that a loan is canceled and
- transmit the account adjustments
- notify borrowers of loan cancellation and provide revised repayment schedule
- confirm loan cancellation amounts and account adjustments through periodic reconciliation

Convert loans to repayment status:

- identify loans entering the grace period through status changes
- provide a repayment schedule to the borrower before the grace period ends
- provide the borrower a billing statement based on the repayment schedule previously disclosed
- update borrower's account and associated asset records with changes in status and implement required changes to loan servicing
- notify borrower of changes in status
- contact the borrower or otherwise facilitate the borrower's compliance with the loan repayment terms
- provide borrowers with default prevention notices
- provide a repayment schedule before deferment or forbearance ends
- provide loan counseling upon request and respond to inquiries
- provide alternative repayment plans
- notify borrower to confirm repayment plan

Calculate interest:

- calculate and post interest on borrower's accounts
- provide amortization schedule to the borrower

Assess and post fees and late charges

Bill the borrower:

- send consolidated bills, coupon books, or billing statements to borrowers
- notify borrowers of upcoming changes in interest rates and repayment schedule changes
- provide information regarding advance payment options
- regenerate billing statements
- incorporate rules into the billing and collection system

Process borrower remittances:

- post agency data regarding payments
- deliver payments to a specified loan lockbox
- apply payment fees, collection costs, interest, and principal

Process borrower requests for remittances via pre-authorized debit

- Determine income contingent repayment (ICR):
- send borrower required forms regarding ICR
- image and review any waiver form returned by a borrower
- receive IRS approval to send a transaction file to the ordering agency's central database containing a request to obtain income tax data from the IRS
- obtain, update, or accept necessary information from the IRS
- recalculate the ICR payment
- provide counseling information regarding repayment options
- calculate joint repayment under the ICR plan

Prepare annual statements:

- prepare and send an annual statement to borrowers and endorsers
- respond inquiries
- regenerate annual statements

Reconvert loans:

- reconvert borrower loans from repayment into a payment-not-due status
- reverse any late charges and interest and correct reports sent to an agency's central database and credit bureaus
- obtain required information and cease collection activities

Loan consolidation and transfer:

- provide requested information and explain loan consolidation options
- send records, data, and documents pertaining to any accounts transferred to a new location
- maintain borrower loan records
- provide a notice to the borrower of the transfer action

Transfer defaulted loans:

- submit a transaction to the agency notifying it that the loan is in default
- provide a notice of transfer to the borrower

Accept and service loans from another servicer or DCS:

- link loans received to the same borrower
- notify borrowers of the transfer
- confirm the receipt of loan documents

Perform skip tracing and transmit information to an agency's central database



Report to credit bureaus

Provide customer service

Reconcile with an agency's central database

Refinance Government-held loans:

- assess feasibility of refinancing
- assess methods for lowering transaction costs
- recommend procedures to facilitate refinancing
- perform subsidy layering reviews
- restructure agency-held or insured project loans

Enforce creditor's rights under the loan:

- notify the ordering agency if any mortgaged property is out of repair or has deteriorated
- review and report the status of required reserves or escrow accounts
- review loan covenants and enforce them or refer them to the Government agency

Protect loan collateral:

- pay all taxes, insurance premiums, and other required escrow expenses
- assure all buildings and improvements securing mortgage loans are insured
- enforce the rights of the agency under any mortgage that is in default
- notify the agency of any false representation of warranty made in obtaining a loan

Share and manage credit risk

Workout or restructure troubled loans



TERMS AND CONDITIONS

1a. Awarded Special items Number(s)	520-5
1b. Lowest unit price	See Pricing
1c. Labor Category Description	N/A
2. Maximum Order	\$1,000,000
3. Minimum Order	\$100.00
4. Geographic Coverage	Domestic
5. Points of Production	Task order location
6. Net Price	See pricing
7. Quantity discount	None
8. Prompt Payment terms	None
9a. Government Credit Card below micro purchase threshold	Yes
9b. Government Credit Card above micro-purchase threshold	yes
10. Foreign Items	N/A
11a. Time of Delivery	Per task order
11b. Expedited Delivery	Contact POC
11c. Overnight and 2 day delivery	N/A
11d. Urgent Requirements	
In accordance with clause I-FSS-140-B C & L Service Corporation shall reply to any inquiry for accelerated delivery within 3 working days after receipt of inquiry. Any telephone inquiries or replies will be confirmed by C & L Service Corporation in writing.	
12. F.O.B. Points	Destination



13a. Ordering Address

Benjamin Moore, Marketing Director
2216 County Street
Portsmouth, Virginia 23704
Email: ben.moore@cls-corp.net
Phone 757 398-9200
Mobile: 757 414-4113
FAX 757-398-9221

13b. Ordering Procedure

For supplies and services, the ordering procedure information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule home page <http://fss.gsa.gov/schedule>

14. Payment address

C & L Service Corporation
2216 County Street
Portsmouth, Virginia 23704
Care of: Karen Christmas

15. Warranty Provisions	N/A
16. Export Packaging Charges	N/A
17. Terms and Conditions of Government Acceptance	Acceptable
18. Terms and conditions of rental, maintenance and Repair	N/A
19. Terms and Conditions of installation	N/A
20. Terms and Conditions for any other services	N/A
21. List of Service and distribution points	N/A
22. List of Participating dealers	N/A
23 Preventative maintenance	N/A
24a. Special attributes such as environmental attributes	N/A
24b. Section 508 compliance information available on Electronic and information Technology(EIT) supplies and services	N/A



PRICE LIST

Prices are based on the number of loans in the portfolio to be serviced. The per loan price is \$1.66 for Home Equity Conversion loans (HECM) and subordinate mortgage loans. If agencies have other types of mortgage loans to be serviced, this rate may apply, dependent on the number of loans in the portfolio.

It is suggested that agencies discuss their specific servicing needs with the POC.

.SIN(s) PROPOSED	SERVICES PROPOSED	UNIT OF MEASURE	GSA PRICE per Loan
<i>520-5</i>	<i>Loan Servicing</i>	<i>Per loan</i>	<i>\$1.66</i>